

**Westside Service Delivery Survey
FY 2003-04**

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
Development Services				
Civil Citation Program	Addresses concerns regarding complaints about non-compliance with City building codes and site requirements.	Number of complaints Processed: 467 (8% of total) Number or complaints processed per 1,000 residents: 1.4	Number of complaints Processed: 5,924 Number or complaints processed per 1,000 residents: 4.5	